

Section VI
2015 Department on Aging
Program Service Guidelines/Specifications

Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Alzheimer's Counseling and Community Support Services** during 2015 must comply with and incorporate the following guidelines in their proposed program.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the appropriate section(s) of Exhibit I, Description of Proposed Programs and Services, of the Department on Aging proposal forms.

1. **Required Program Activities** (Section II of Exhibit I)
 - a. Applicants must provide a variety of direct counseling and community support services to families and caregivers of persons with Alzheimer's disease and related disorders.
 - b. Applicants must give special emphasis to working with culturally diverse communities, including assisting in the organization and functioning of support groups.
 - c. Applicant must regularly consult with representatives of Milwaukee County's culturally diverse communities to advise the provider on the provision of outreach and direct services under this program.
 - d. Applicants must be able to develop and conduct a variety of outreach activities to identify clients of culturally diverse backgrounds in need of program services. Applicants must be prepared to refer clients to appropriate providers for other services the client may need and, here necessary, assist clients in taking advantage of benefits under programs for which they are eligible.
 - e. Applicants are encouraged, with the consent of clients or client's representatives, to bring to the attention of appropriate officials, conditions that place clients in danger.
 - f. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of an emergency.

2. **Program Goals and Objectives and Outcomes**

Applicants must specify specific **program goals and objectives**, and the **methods** and **time frame** to achieve the goals and objectives. The objectives should relate to the proposed program and services. The methods should specify the operational or quantitative steps to accomplish the objectives. The time frame should indicate when the objectives would be completed or accomplished. **(Section II, 2.F. of Exhibit I)**

3. **Performance Outcomes**

Monthly outcome reporting will be required as well as an annual client satisfaction survey. Provider will be required to implement and measure at least one performance outcome in 2015. This outcome along with implementation guidelines and measures must be stated in the proposal. The vendor will be responsible to distribute the surveys as well as the responsibility to collect and tabulate the data. MCDA contract staff will provide technical assistance. **(Section II, #7)**

4. **Unacceptable Program Activities**

- a. Activities that violate any provisions of a Department on Aging contract or these Program/Service Guidelines.
- b. Activities unrelated to serving older adults.

5. **How Services are Initiated and Terminated**

Services will be initiated and terminated upon the request by personal referral, other referral, family member or caregiver of a person with Alzheimer's Disease or related disorder.

6. **Eligible Clients**

- a. Clients must be 60 years of age or older and live in Milwaukee County.
- b. Clients must either be individuals with Alzheimer's disease or a related disorder, a family member or caregiver of such a person, or live in Milwaukee County.

7. **Identification of Clients**

Applicants must clearly describe how they will identify and encourage eligible clients for this program. **(Section II, 2. A., Exhibit I)**

8. **Follow-up of Client Referrals**

- a. Applicants must clearly describe how they will provide follow-up to clients referred for services to other programs to determine:

1. Whether the service was performed to the client's satisfaction.
 2. Whether the client requires other services that may be available in the community or through Department on Aging, e.g., transportation, adult day care services, counseling, etc., and whether the services were obtained.
- b. All follow-up activities must be documented in the vendor's client referral log or other suitable record.

9. **Program Personnel, Training and Equipment**

- a. Applicants must submit job descriptions for all personnel to be employed in the proposed program. These descriptions must include: position title, duties to be performed, annual salary, form of compensation (hourly, salaried, etc.), source of compensation, and number of hours worked per week.
- b. The programs must employ persons whose professional training and experience is directly related to the provision of the direct services described in the contract, such as counseling and support group facilitation and development and outreach to culturally diverse communities.
- c. Recognition will be given to applicants who employ older persons, age 45 or older, in the provision of services and/or program administration.
- d. Applicants must clearly describe how personnel who will provide direct services will receive specialized training in the needs of persons with Alzheimer's disease or related dementia and the needs of the family members and caregivers of such persons.
- e. As part of ongoing training, all program personnel must participate in regular staff meetings to remain informed of overall program activities and developments.
- f. Personnel paid wholly or in part the Department on Aging contract must spend a percentage of their work time on contract related activities that is equal to or greater than the percentage of their compensation paid for with Department on Aging funds.

10. **Program Administration/Organization**

Applicants must clearly identify the individual(s) within the program and/or agency who will be:

- (1) Responsible for overall administration of the program,
- (2) Authorized to sign for the agency and the program,
- (3) Authorized to receive checks for the program,
- (4) Responsible for fiscal and budgetary matters,
- (5) Responsible for data reporting and monthly reporting forms,
- (6) Responsible for internal monitoring of the program,
- (7) Responsible for handling consumer and client complaints with respect to program activities.

11. **Program Service Coordination**

Providers must coordinate this program with services to older adults provided by other agencies. Applicants must include a list of other agencies with which the proposed program will coordinate and describe how coordination will take place.

12. **Contributions**

Applicant must provide Department on Aging clients with the opportunity to make voluntary contributions toward the cost of services they receive in accordance with Department on Aging policies. Appendix 7

13. **Billing and Reporting**

- a. Using forms provided by the Department on Aging, the provider must submit to the Department by the fifth working day of the each month reports indicating the previous month's expenditures and services provided under this program.
- b. The vendor will be required to provide to the Department all information needed to complete the National Aging Program Information System (NAPIS) reporting requirements.

14. **Reimbursement**

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

15. **Required Non-Federal Match**

The provider of this service is exempt from the ten percent local match requirement.

16. **Insurance Requirements/Specifications**

"Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) General liability,
- (2) Automobile liability,
- (3) Employers liability;
- (4) Workers compensation;
- (5) Waiver of subrogation for workers compensation in favor of Milwaukee County;
- (6) Comprehensive Crime/Employee dishonesty;
- (7) Milwaukee County Department on Aging as additional insured for general liability;
- (8) Milwaukee County Department on Aging as additional insured for automobile liability;

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, provides certificate(s) of insurance that includes all items listed above."

Bonding Requirement

\$10,000 or 10% of contract amount, whichever is greater, through either a fidelity bond or as part of comprehensive crime coverage; for agencies with multiple contracts, coverage must be based on the dollar amount of the largest contract.